

Court of Appeals of Indiana

1.05(h) Job Descriptions for Court Administration

Computer Technician **June 2011**

I. Duties

Incumbent is responsible for assisting staff with technical support of computers, applications and related technology. Support includes specification, installation, and testing of computer systems and peripherals within established standards and guidelines. Activities require interaction with application software and operating systems to diagnose and resolve unique, non-recurring problems.

Incumbent will report directly to and keep the Court of Appeals IT Director apprised of all on-going technical problems, coordinate with the State Court Administration Information Technology Department, and work on special computer projects.

- Assists staff with the installation, configuration, and ongoing usability of desktop computers, peripheral equipment and software within established standards and guidelines.
- Resolve calls that have been escalated in the Call Tracking system.
- Provide hands-on and remote controlled workstation support services.
- Provide expertise on support services when requested by peers and clients.
- Responsible for all work in progress assigned to ensure completion of tasks and proper communications with clients.
- Work with the administrator and the IT Director to maintain and improve computer systems and system applications.

II. Job Requirements

- Must enjoy solving a wide variety of problems on a continual basis.
- Ability to translate technical terms into non-technical language.
- Solid written and oral communication skills.
- Ability to plan and conduct training.
- Must have strong knowledge of Windows Operating Systems (XP, Vista and Windows7), Office 2007/2010)
- Understanding of general network configurations.
- Be able to troubleshoot and solve hardware and software problems.
- Fundamental understanding of word processing, spreadsheet and terminal emulation products to properly diagnose problems.
- Ability to communicate directly with the end user to gather requirements and solve problems.
- Must have the maturity to work with a wide variety of people with various levels of computer knowledge and skills.

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Computer Technician (continued)

III. Responsibility

Incumbent must provide a high level of customer service and keep all hardware and software updated. Incumbent reports directly to the Director of Information Technology.